



HUD Office of Housing Counseling Stakeholder Meeting

Role of SHFAs in the Housing Counseling Program

January 23, 2014



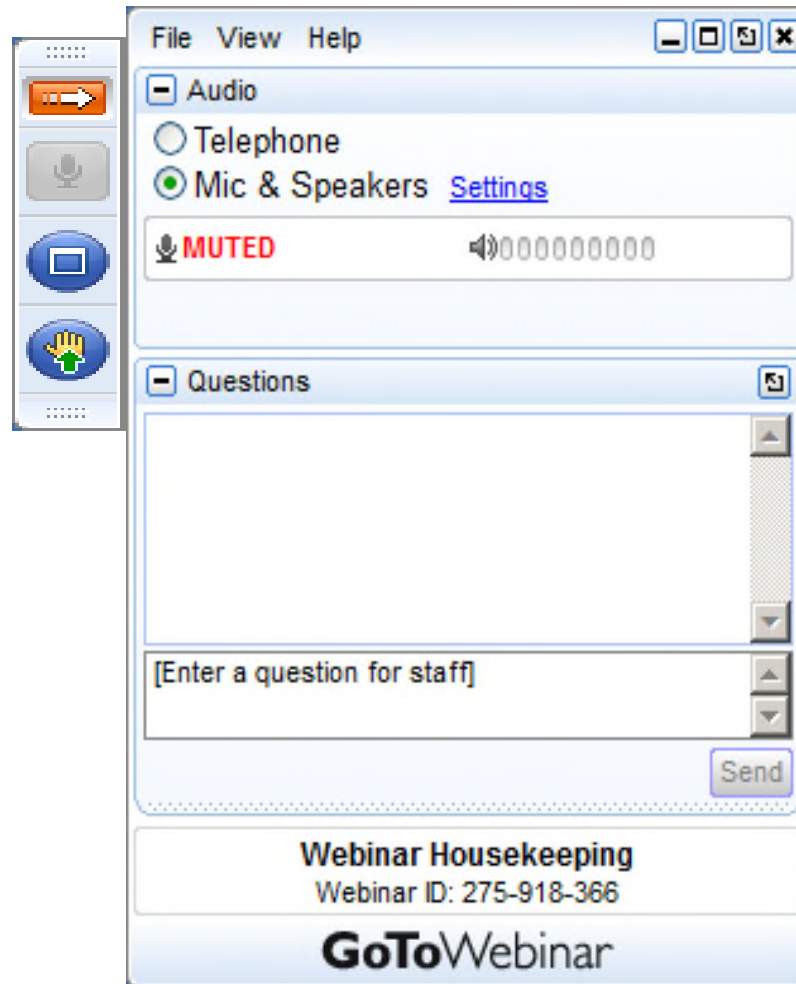
Webinar and Conference Logistics:

Conference Phone Dial-in: (866) 615-1890

Access Code: 316016

- Audio is Recording
- Attendee lines are muted during presentation
- There will be discussions and time to ask questions
 - The operator will ask for people who want to make a comment, please follow the operator's instructions at discussion and Q&A times
 - If unmuted during Q&A, please do not use a speaker phone
 - Please do not use "Hold" button if it will play music or other disruptive announcements
- Poll Questions will appear on screen

GoToWebinar Interface:





Welcome

Jerry Mayer

Director

Office of Outreach and Capacity Building





Overview of Webinar

Lorraine Griscavage-Frisbee

Deputy Director

Office of Outreach and Capacity Building

Agenda

- Purpose of Stakeholder Meetings
- Presentation of OHC Intermediary team project proposals
- Intermediary organizations provide feedback on OHC proposals and offer other ideas for HUD assistance and support

Stakeholder Meeting Purpose

- Provide the opportunity for communication and interaction
- Evaluate stakeholder input on program policy and procedures
- Share best practices and challenges
- Provide valuable insight for the OHC to help consumers achieve housing goals
- Provide advice to leadership of the department as it relates to housing legislation, regulation, policy development, budget, training, program evaluation and oversight



OHC – Role of SHFAs

Stephanie Williams

Housing Specialist
Office of Policy and Grant Administration



OHC – Role of SHFAs

- OHC's review of Housing Counseling Program policies related to SHFAs
- Policies re: SHFAs and policies re: network agencies
- Programmatic compliance and financial compliance
- Clear, consistent and comprehensive guidance about HUD's expectations

Polling Question #1

What resources do you use for information about your role as an Intermediary?

Select all that apply.

- A. Housing Counseling Program Regulation (24 C.F.R. Part 214)
- B. HUD Handbook 7610.1 REV-5
- C. Form HUD-9910
- D. Housing Counseling Grant Agreement
- E. Housing Counseling Capacity Building Toolkit

Polling Question #2

In which areas would you like additional guidelines?

Select all that apply.

- A. Oversight and monitoring of sub-agencies
- B. Accepting new agencies into network
- C. Performance reporting requirements
- D. Other

Discussion Question

What specific additional Housing Counseling Program guidance would be helpful regarding HUD's requirements and expectations – i.e., format, companion guide, supplemental instruction, etc.?



OHC – Role of SHFAs

William McKee

Deputy Director
Office of Policy and Grant Administration



Sub-grantees that are also LHCAs

- SHFAs and State Housing Finance Agencies may have affiliates and sub-grantees that are also Local Housing Counseling Agencies (LHCAs)
- LHCAs currently have a separate approval that is issued directly from HUD

Polling Question #3

In FY 2013 did you have more or less sub-grantees *that are also LHCA*s than in FY 2012?

- A. More LHCA sub-grantees
- B. Less LHCA sub-grantees
- C. The same number of LHCA sub-grantees

Discussion Question

Are there any challenges or issues that arose by virtue of your LHCA/sub-grantees' LHCA status (as compared with your other non-LHCA sub-grantees or affiliates)?

Sub-grantees that are also LHCA

- HUD often conducts performance reviews of LHCA that are in need of a re-approval
- SHFAs, SHFAs and MSOs are also responsible to ensure that the performance of all their sub-grantees, including both LHCA and non-LHCA affiliates, meet all HUD Regulatory and Handbook requirements - LHCA sub-grantees are therefore monitored by HUD and their respective Intermediary, SHFA or MSO

Sub-grantees that are also LHCAs

- HUD is looking at how it might reduce the workload for LHCAs associated with being monitored by both their respective parent organization and directly by HUD during the re-approval process
- HUD is also analyzing the possible role of SHFAs, SHFAs, and MSOs in HUD's review and/or re-approval of their LHCA sub-grantees



OHC – Role of SHFAs

Rhonda Rivera

Senior Housing Program Officer
Office of Oversight and Accountability



OHC – Role of SHFAs

- Intermediary's role regarding oversight and accountability
- As an organization overseeing a network of affiliates, it is required you provide training, technical assistance and supportive services
- HUD 9910 – Performance Review protocol
- HUD 9910I – New Performance Review protocol for intermediary organizations.

9910-I Draft Questions to Intermediary/SHFA

Performance review of Intermediary/SHFA, HUD asks:

- A. **Training:** how often, type of courses, format?
- B. **Technical assistance:** on-going to all or as needed?
- C. **Subagency approval to participate:** what criteria used?
- D. **Monitoring:** written procedures, how often, remote/onsite?
9902 accuracy and timely reports received from subs?
- E. **Grant administration:** what quality controls are in place?
How do you track accomplishments, what do you measure and how? What steps do you have in place to make adjustments if performance targets are not met with establish timeframes?
- F. **Best practices & challenges:** report any to HUD

Polling Question #4

**What are your top challenges in managing your network?
Select all that apply.**

- A. Training
- B. Quality Control Plan
- C. Monitoring
- D. Establishing policy on sub-allocating funds
- E. Measuring accomplishments

Discussion Question

What would you like to see OHC do, create, or offer that will assist with the challenges of supporting a network of housing counseling agencies that provide quality services to consumers?



OHC – Role of SHFAs

Jerrold Mayer

Director

Office of Outreach and Capacity Building



OHC – Role of SHFAs

Exploring 24 C.F.R. 214 definitions of housing counseling organizations driven by -

- Changes in industry and NOFA process
- Designation of “Local” HCA no longer applicable under OHC structure – not HOC driven



OHC – Role of SHFAs

Judy Ayers Britton

Housing Specialist

Office of Outreach and Capacity Building



Working with Coalitions

- Working with agencies not approved by HUD
- Office of Housing Counseling's goal
- Outreach to coalitions
- Responses



Concluding Remarks

Lorraine Griscavage-Frisbee

Deputy Director

Office of Outreach and Capacity Building



Closing Discussion

Any comments about today's topics or any other topics?

- Evaluation survey will launch after the webinar
- Attendees will receive follow up email with survey link

For More Information

Office of Housing Counseling web page:
www.hud.gov/housingcounseling

Email questions or comments:
housing.counseling@hud.gov